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		Application Number	10/721704
		Filing Date	November 25, 2003
		First Named Inventor	Howard M. Lee
		Art Unit	Not yet assigned
		Examiner Name	Not yet assigned
Total Number of Pages in This Submission	131	Attorney Docket Number	062403.P002

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	PELOQUIN, PLLC 800 Fifth Avenue, Suite 4100 Seattle, WA 98014-3100
Signature	<i>Mark S. Peloquin, Esq.</i>
Date	October 15, 2005

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Typed or printed name	Mark S. Peloquin, Esq.		
Signature	<i>Mark S. Peloquin, Esq.</i>	Date	October 15, 2005

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Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)
Howard M. Lee) Examiner: Not Yet Assigned
Application No.: 10/721704) Art Unit: Not Yet Assigned
Filed: November 25, 2003)
For: Audio/Video Service Quality Analysis)
of Customer/Agent Interaction)

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
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INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO/SB/08B together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO/SB/08A be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

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Mark S. Peloquin, Esq.
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Mark S. Peloquin, Esq. October 15, 2005
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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct 15, 2005

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Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number	10/721704
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P002

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ "Number ⁴ "Kind Code ⁵ (if known)				
		PCT/US04/39423	08-29-2005	HYP ERQUALITY, LLC (Intl srch rt)		
		PCT/US04/39423	08-29-2005	HYP ERQUALITY, LLC (Written opin)		

Examiner Signature		Date Considered	
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***EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 801.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

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The following papers were received in the United States Patent and Trademark Office:

Applicant: Howard M. Lee
Attorney: Mark S. Peloquin, Esq.
Title of Invention: **AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/AGENT INTERACTION**
Serial No.: 10/721704
Filing Date: November 25, 2003
Docket No.: 062403.P002
Express Mail No.: EQ 345518796 US

- (1) Information Disclosure Statement and Form PTO/SB/08B (3 pages)
- (1) Copies of Cited References (126 pages)
- (1) Express Mail Certificate of Mailing
- (1) Transmittal Form (1 page)

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